

RESIDENTIAL SERVICES
NEWSLETTER

Quality Forum

Welcome to another edition of the newsletter. We would like to take this opportunity to inform you of the current focus of the BHS Residential Services Quality Forum whose primary aim is to ensure systems and processes in place provide optimal quality care for residents.

In striving to achieve this aim the forum consisting of DON, Hostel manager, Executive Director, Nursing Services and the Residential Service Quality Coordinator are currently in the process of reviewing and/or developing protocols and clinical practice guidelines to enhance the overall operation of the service to residents.

The project involves seeking support from experts where necessary, to assist the BHS to deliver quality care, and to meet Commonwealth accreditation requirements. In addition resident input via a resident / resident satisfaction survey is being utilised in the review process. Protocols associated with Medication Management, Comments and Complaints, Leisure Interests and Activities as well as Choice and Decision-Making have been reviewed and updated.

It is anticipated that the project involving the review of more than forty-four expected outcome standard and associated protocols will take a further two to three months to complete.

Article supplied by:
 Claudio Delloro
 RSQF Chairperson



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THE BIG DAY

On Wednesday 6th of April, due to some staff members recently tying the knot, we decided to have a wedding day so the residents were able to view the dresses. There were 20 different wedding dresses modelled by staff. The dresses ranged from current day designs through to dresses from 1900, traditional to modern, with a bright array of colours for bridesmaids dresses. Two dressed mannequins were on view, one complete with baby flower girl dress and the other dressed in lingerie!

30 Residents from Jack Lonsdale Lodge and 5 from James Thomas Court enjoyed the parade, music and flowers. In between gowns the residents reminisced about their big day, talking about the effects of the war on their wedding such as the lack of materials and having to borrow dresses etc. Afternoon tea was a wedding cake made and decorated by Jenny Relouw.

The big finale was the now Mrs. Mary Fuhrmeister, our most recent traditional bride, in her stunning gown.



Resident Profile

The resident profile at James Thomas Court has undergone some changes over the past 12 months. We have 42 hostel residents who make up our family at JTC. We have seen the number of male residents rise significantly to 17 whilst the ladies number 25. Our happy hours are much more "Rowdy" now!

We are also privileged to have a greater number of immigrants who bring with them their diverse cultural backgrounds, which contributes to an interesting community at JTC. We have residents from Australia, Germany, Poland, Ireland, Scotland, Wales, England, Malta, & the Netherlands.

Activity Highlights

As you can imagine our activities program has needed to make adjustments to cater for the ever changing needs of our residents. This helps to keep us all on our toes with fresh ideas. Our activity program is aimed at utilizing the wealth of experience, knowledge & skills of our residents so they can maintain a purposeful & enjoyable life style.

Recently we have enjoyed Cultural Theme days which try to include making decorations, some live music, dancing, traditional cuisine, stimulating quiz's & discussions about the history, cultural traditions and the country itself. All have recently enjoyed the Irish & Italian Theme Days.

A "Break away from the everyday" is something that our residents look forward to. Interaction with the outside world provides stimulating adventures & helps to maintain community involvement. We have explored the countryside, been shopping, picnicked by the springs, attended festivals & live theatre shows. We have enjoyed meeting up with residents from other units for counter lunches and the monthly casserole luncheon, which is always a hit with Ian's Piano sing-a-longs!

Recycled Teenagers

Who are the recycled teenagers? Some are known as Granny, Pop, Nanna, Grandpa, and just plain old Mum or Dad. Grandparents are the foundation stones of family life and they can be a great source of wisdom & advice. They are the survivors of the 20th Century, who through their lifetime have acquired a storehouse of knowledge & have witnessed the transition into the modern world.

Remember the "Good Old Days" back when you didn't have to lock the doors, when the night man came, it wasn't somebody climbing out your window with the TV, back when pot was something you cooked in & good manners were not an option! It was a time when men opened the door for the ladies, and the family gathered around the wireless & gramophone for an evening's entertainment.

Our recycled teenagers have lived through an incredible era & have many stories to tell. So the next time you visit them, why not ask about the good old days & you will benefit by their experiences, and they by your youthful energy & companionship.

Article Supplied by: Rachel Neale Activities Co-ordinator

Family Fun Day

Since our last Residential newsletter, our residents have been very busy. Aside from our regular monthly activities, we celebrated our Family Fun Day on the 31st of October which was a great day for all. We had a great band that kept all entertained, plenty of food on the BBQ, stalls, raffles and even horse rides for the kids. The day helped us to raise some much needed funds to aid our activities program throughout the year.

Didn't we have a lovely time .

Staff and residents hit the road in November for a two night stay in Warrnambool. All lived it up with a picnic at tower hill with the emus, bbq's and plenty of sight seeing. A flutter at the pokies and a few ales to liven the boys up. A great time had by all, so much so that everyone is asking when will we go again.

Busy Times

In November we had a marvellous Melbourne Cup day, with fashions on the carpet, prizes for the best dressed and plenty of sweeps running.

December was a very full month with lots of concerts and carols, visits to see the Christmas lights and our special Christmas party. The ladies from the Scarsdale CWA cooked a lovely Christmas dinner for our residents and the entertainment was equally as good with a band and choir. Feed back from the residents was very favourable for all who contributed to the day.

Another year and away we go again. Welcome back to all our volunteers, Marie, Barb, Helen and Margaret and welcome our newest member, Lynette. Looking forward to another great year.

Article Supplied by: Debbie Craig -Activity co coordinator.

Menu changes

As part of our ongoing plans for continuous improvement, we have recently introduced a new method for menu selection for the residents at EVH. There is now greater choice for all our residents and nobody ends up with brussel sprouts unless they really love them. A lot of work has gone into preparing and planning the food options and we have had a lot of favourable comments from residents and their families. A big thank you must go out to all the staff for the work they are doing with it all. Never knew so many people liked eggs so much.



Max, Albert and Mick relax in our luxurious accomodation



Clyde cooks up a feast.

Resident/Relative Survey

The recent survey that was conducted across Residential Services provided us with feedback regarding the service we provide to our residents. The majority of the results were very favourable and complimentary to our care. Some aspects and suggestions that were brought up are currently being addressed. For example a suggestion of white boards in each house showing the day and date have been implemented and also used for birthday greetings, messages etc. We have also increased the amount of some activities such as bowls which our residents enjoy.

Christmas Party and Christmas Lights

The Christmas party was enjoyed by all residents and family members in December and a spread of Christmas cheer was enjoyed by all. A big thank you to the chefs who cooked the delicious BBQ and all our volunteers and staff that helped make it a wonderful day. A very special thank you to the staff that thought of and organised the presents for each resident. Each resident thought that the gift they received was marvellous. Thank you also to our iSanta!

The Christmas Lights tour of Ballarat was enjoyed very much by everyone who went. Everyone was in awe of the efforts people go to in lighting up their place. We all enjoyed singing a few songs and eating a whole bucket full of lollies too.

Melbourne Cup Day Celebrations.

Residents enjoyed celebrations in our activities room which was decorated with cup memorabilia and streamers. Having enjoyed their lunch, residents then enjoyed 'A Day at the Races' with guest Bookie 'Crazy John'. Residents had a bet on nearly every race that day trying to break the bookie using 'funny money'. There were a number of large bets placed with fantastic odds given. Unfortunately, there was also a whisper that the bookie went home with only his pants and lucky to have them. BUT, he vowed that he would be back next year to get his shirt back and a bit more as well. It was a fantastic day and enjoyed by all.

New BBQ and Digital Camera

Thank you to the Queen Elizabeth Ladies Auxiliary in donating to us a new BBQ and digital camera. The BBQ has and is being put to good use monthly and the residents do enjoy their change of diet on a regular basis.

The Camera is also being used well but there is still a lot of playing around with it to be done for staff to 'know' what they are doing and how things work. The residents get quite a thrill when a picture is taken, brought up on screen then printed out in front of them. It's great!



Residents participating in the Chair exercise program

Continuous Quality Improvement

Over the years, Hailey House has proven to be committed to a culture of continuous quality improvement. We are preparing ourselves for our next Accreditation in the middle of 2006. As part of this process we are conducting competencies in medication (Insulin) and Smart Lift. We always aim to do things better today than tomorrow.

The 'C' Form is available for residents and their family members, as well as staff, for issues related to Congratulations, Compliments, Comments, Criticisms, Concerns and Complaints. These forms need to be completed and given to the manager, placed in the suggestion box or posted to BHS.

Our continuous quality improvement challenge is to find answers to questions, such as 'Are we doing the right things? How can we be certain that we do the right things first time, every time? Your input will help us achieve these goals.

Forthcoming Events

- Footy tipping
- Anzac Day and Queen's Birthday
- Big Morning Tea (May)
- Usual and Unusual bus trips
- WINTER.... Brrrrrr Brrrrr!!

Article Supplied by:

John Ciezki -Activity co coordinator

P.S. Hobson Outdoor Area

The diversional therapy Staff at PS Hobson have been working hard to improve the outdoor areas for the benefit of residents and their families.

We are pleased to say our efforts have now paid off as many families have been taking advantage of the warm weather and enjoying time with their loved ones in the relaxed environment of the garden.



PS Hobson residents enjoying the autumn sunshine

We would like to take this opportunity to thank the following people for their generosity.

Growmaster nursery - Leith St

Woodmans Hill nursery for the lovely plants. The residents are enjoying watching the plants develop and the simple pleasure of watering and caring for them

Bob Reynolds & the Wendouree Lions Club for the excellent paving and flower boxes in House 5. This paving allows for better access for residents who require the assistance of Tub Chairs.

M Shannon for the unique bird house, providing 5 star luxury for the local bird life.

We believe that the improved surroundings have enhanced the nursing home for those that live here at PS Hobson.

Article submitted by Anna Lumsden & Lisa Shannon - Diversional Therapists

PS Hobson Palliative Care Special Interest Group

PS Hobson staff, led by Kathy Pollard and Shirley Madden, have formed a Palliative Care Special Interest group. This group meets 3-4 times per year and aims to learn about and implement Best Practice in Palliative Care so we can provide the very best care for our residents and their families. Please contact Kathy and Shirley for further information.

PS Hobson Skin Integrity Working Party

A group of interested nursing staff have formed a working party to implement the BHS guidelines on risk management related to skin integrity. This is the first group formed in Residential services and it is currently conducting a clinical trial on Best Practice management in prevention and management of skin trauma.



Shirley

EASTER ACTIVITIES

With the assistance of Stella and Marian the residents made home made chocolates and Easter baskets. Lots of fun was had by all. We also conducted another Easter raffle with the proceeds we were able to purchase a DVD player, CD player and movies and music for the residents to enjoy. The winner of the raffle was Peg Palmby a resident at Pleasant Homes.

Movements with Residents & Staff

Amanda Curtis has joined the staff at Pleasant homes she will be replacing Katie Conroy while she is on maternity leave.

We have had six new residents arrive at Pleasant Homes and have had two departures. Our respite clients have been very busy.

RESIDENT PROFILE

NORMA BOSANKO

Norma has been a resident at Pleasant Homes for seven years now.

Norma was born in 1915 at Warraknabeal. Norma attended school in Warracknabeal before leaving for Melbourne at the age of 23 to live with her cousin. She met her husband George Bosanko in Melbourne and they were married in 1941.

Norma visits regularly with her nieces and nephews both at Pleasant Homes and on their farms. She enjoys the activities at Pleasant Homes especially the counter lunches and day trips.

Norma's interests include tennis, gardening, baking and playing cards

STAFF PROFILE

SUE PRIDMORE

Sue has worked at Pleasant homes for 9.5 years she has 2 daughters and 3 grandsons.

Her interests include gardening, philately, her hobby farm, movies and the Carlton Football club.

She works night duty and is responsible for the smart lift portfolio.



FORTH COMING EVENTS

- Concentrating on the footy season

Article Supplied by: Amanda Driscoll.

Xmas Party

Our Xmas party was enjoyed by all residents and family members in December. Macca's Musso's once again provided great entertainment, and a spread of Xmas cheer was enjoyed by all. A big thankyou to Macca's and all our volunteers for a wonderful day.

Melbourne Cup Day celebrations.

Residents enjoyed celebrations in our activities room which was decorated with cup memorabilia and umbrellas, enjoying a BBQ luncheon.

Xmas lights

Every year we like to say a big THANK YOU to Littles Bus line/driver for an enjoyable night seeing the lights around Ballarat. Residents and volunteers enjoyed sights and look forward to this outing every year.

Smart Lift

A Smart Lift week was held by the QEV site committee in November 2004; this week enabled all staff to attend information sessions on Smart lift. It began with a BBQ, opened by Chris Watts BHS Smart Lift educator.

Roasts of the Day

As part of Xmas 2004, residents of the Hostel received a BBQ roaster which has been used to cook home-like meals.

Article Supplied by: Sue Hall-Hostel Manager and Lifestyle coordinator Julie Cox



House 2 residents enjoying a Home cooked roast



Melbourne cup celebrations being enjoyed by WB Messer Hostel



Macca's Musso's entertaining our residents at our 2004 Xmas party.



Talbot Place

Staff Fundraising

Over the past few months the staff at Talbot Place have raised money through raffles to purchase items for the residents to give them that special environment that makes their home comfortable.

A flash looking bar-b-q was purchased to go in the courtyard and fittingly christened for the Football Grand Final

A new TV and DVD player was purchased for the Pink lounge as a Christmas present (we are currently raising money for a similar TV for the Green side). Last week we had a Glider Chair delivered to be used for residents that benefit from the gentle motion of rocking.

The generosity of the staff in this fundraising, which is not a part of their job description never ceases to amaze me. It makes me proud to know how much effort is put in by staff simply because they care.

Easter Egg Hunt

On Easter Sunday, the residents and relatives joined in an Easter Egg Hunt organised and run by Maureen. The time and effort Maureen put in was obviously well worth it from all the positive comments I have had back. Thanks Maureen.

The Burrell and Wright family appeal.

The staff at Talbot Place were deeply affected by the news of the tragedy for the Burrell and Wright families and wanted to show their support to the families. They organised a hamper to raffle and raised approximately \$800 which was donated to Jake Wright and Chloe Burrell. We wish them both well for the future

DVD player donated

The residents will be able to enjoy watching a DVD in either the Pink lounge or the Green lounge due to the

very generous donation of a DVD by Andrea and Andrew Gedey. Their generosity will make a number of people happy. Thank you both from all of us.

New Storage Area

A few people have asked about the new building going up at the back of Talbot Place, well it is the long awaited storage area. This new storage area will allow a room currently being used for storage to be converted to a Snoezelen for use for sensory stimulation for the residents.

We have been waiting for over 4 years for the storage area to be built and we are watching the daily progress looking forward to the big day when we can move in and set up the Snoezelen. I can feel a 'Working B' coming on!



The day the 'Sallywaggers' came to Talbot Place

Bill Crawford Lodge

Staff Fundraising

The staff at Bill Crawford Lodge raise money throughout the year to purchase items for use in the unit that would not otherwise be available. The most recent purchase was a 'Pressure Cleaner' to clean the residents wheelchairs and shower chairs.

Keep up the good work and thank you for your ongoing fundraising.

Easter Party

An Easter Party was held for the residents and relatives of Bill Crawford Lodge (and no doubt a few of the staff joined in), a good time was had by all.

Digital Weigh chair

The Ladies Auxiliary have presented Bill Crawford Lodge with a digital weigh chair which has been very much appreciated by the staff to assist in monitoring the residents weight. We would like to thank the Ladies Auxiliary for their wonderful work and continued support of the aged care residents of Ballarat Health Services.

RESIDENTIAL SERVICES D I R E C T O R Y

Residential, Subacute and Community Services

Wendouree

Nursing Home

PS Hobson Nursing Home,
QE Village,
Gillies Street, Wendouree, 3355
tel: 5338 1644, fax: 5339 4009
Director of Nursing, QE Village (PS
Hobson Nursing Home and WB
Messer
Hostel): Pat Erwin RN Div 1, RGNC,
BN, MRCNA

Hostel

WB Messer Hostel, QE Village,
Gillies Street, Wendouree 3355
tel: 5339 6979, fax: 5339 3218
Hostel Manager: Sue Hall RN Div 2,
Grad Cert Mgt.

Ballarat East

Nursing Home

Geoffrey Cutter Centre, Balmoral
Drive,
Ballarat East, 3350
tel: 5337 1567, fax: 5337 1570
Director of Nursing, Eureka
Complex: (Geoffrey Cutter Nursing
Home and Eureka Village Hostel)
Ross McPherson RN Div 1, RPN,
Grad Dip Management

Hostel

Eureka Village Hostel,
16-40 Balmoral Drive,
Ballarat East, 3350
tel: 5337 1550, fax: 5337 1551
Hostel Manager: Lee Prentice RN
Div 2

Psychiatric Residential Care

Eastern View Community Care Unit,
40 Stawell Street,
Ballarat East, 3350
tel: 5332 9459, fax: 5332 9462
Manager: Lois Prodger RPN

Day Centre

Elizabeth Brown,
223 Victoria Street,
Ballarat 3350
tel: 5331 4037, fax: 5333 2776
Manager: Kerrie Mawdsley AHA,
Cert IV Vol. Mgt., Cert IV Com. Serv.

Ballarat North

Hostel

Hailey House, 703 Norman Street,
Ballarat 3350
tel: 5320 3744/5338 7916,
fax: 5338 7990
Director of Nursing, Hailey House
Diane Howell Cert 3 Community
Services in Aged Care

Day Centre

Midlands Day Centre,
701 Norman Street,
Ballarat 3350
tel: 5331 5978, fax: 5331 5584
Manager: Lindsay Fowler AHA, Grad
Cert Mgt.

Day Centre Dementia Specific

Eyres House, 810 Ligar Street,
Ballarat 3350
tel and fax: 5332 4720
Manager: Doff Kemp RN Div 1,
PBGNC, BN

Central

Specialist Geriatric Psychiatry

Nursing Home

Steele Haughton Unit,
Dana Street, Ballarat 3350
tel: 5320 3595, fax: 5320 3599
Manager: Kevin Harris RPN

Special Care Dementia Unit

Bill Crawford Lodge, Dana Street,
Ballarat 3350
tel: 5320 3970, fax: 5320 3980
Associate Director of Nursing Talbot
Place and Bill Crawford Lodge: Jan
Hutchinson RN Div 1, BN, MRCNA,
Grad Dip in Aged Services Mgt
(Hons)

Nursing Home

Talbot Place, Dana Street,
Ballarat, 3350
tel: 5320 3755, fax: 5320 3894
Associate Director of Nursing Talbot
Place and Bill Crawford Lodge: Jan
Hutchinson RN Div 1, BN, MRCNA,
Grad Dip in Aged Services Mgt
(Hons)

Aged Care Assessment

Jim Gay Unit, 109 Ascot Street
South, Ballarat 3350
tel: 5320 3784, fax: 5320 3822
Manager: Glenn Taylor RN Grad Dip
Psych Nsg

Inpatient Rehabilitation Ward

Eyre Street, Ballarat 3350
tel: 5320 3787, fax: 5320 3702
Manager: Robert McGrath RN, BN,
Grad Dip Nsg (Mental Health), Cert
Stomal Th, Accred BCN

Hostel

Pleasant Homes, 34 Pleasant Street
South, Ballarat 3350
tel: 5332 1841, fax: 5333 2827
Hostel Manager Pleasant Homes:
Allan Carter, RN, Div 2

Queen Elizabeth Centre

102 Ascot Street South,
Ballarat 3350
Director of Nursing: Dot Rogers, RN,
RPN, CRRN, B Health Science
(Nursing), Grad Dip Administration
(Health), MNS, MRCNA, AAIMM
Phone 53 203 765
m. 04 3838 2429

Aged Care Assessment Services

tel: 5320 3740, fax: 5320 3660
Linkages
tel: 5333 5566, fax: 5333 5866
Carers Respite and Carers Choice
tel: 5320 3635, fax: 5333 7141
Centre Against Sexual Assault
tel: 5320 3933, fax: 5320 3817
Peter Heinz Rehabilitation Centre
tel: 5320 3885, fax: 5320 3800

Sebastopol

Nursing Home

Jack Lonsdale Lodge,
Morgan Street, Sebastopol, 3356
tel: 5335 0522, fax: 5335 0524
Director of Nursing, Sebastopol
Complex: Terry Gleeson RPN, RN
Div 1, Grad Dip Mgt.
Cert IV Workplace Training and
Assessment

Hostels

James Thomas Court, Morgan
Street, Sebastopol, 3356
tel: 5335 0504, fax: 5335 0528
Manager: Kay Wheeler RN Div 1,
Grad Dip Mgt.

Aged Care Dementia

Specific Hostel
Jessie Gillett Court, Morgan Street,
Sebastopol 3356
tel: 5335 0526, fax 5335 0501
Manager: Kay Wheeler RN Div 1,
Grad Dip Mgt.

Day Centre

Ethel Lowe Day Centre,
Morgan Street,
Sebastopol 3356
tel: 5335 0506, fax: 5335 0513
Manager: Dawn Bowes Grad Cert
Mgt, Cert IV Workplace Training and
Assessment

Residential Services Admissions

Coordinator:
Liz Sayers RN Div 1, PBGNC
tel: 53203620 or 53203700